

Gorilla Pump Stations Warranty



www.gorillapumpstations.co.nz



Attention Installing Plumber

Please check and run pump to test it before installation.

Product Instructions Must Be Read Before Installation

Installation of an Eco Water Solutions Gorilla Pump Station or the purchase of a pump will be taken as agreement of the warranty terms below. If you have any questions about the installation or operation of your product, please contact us and we will be happy to assist you.

Eco Water Solution's products are designed to be fit for their intended purpose, made with quality and as we describe them to be.

We stand by our products and our customers have the right to be refunded if there is a defect, or to have their purchase repaired or replaced at our discretion.

The warranty below is standard with any EcoWater Solutions product and gives a twelve-month guarantee against defects and incorrect assembly.

Consumers have the right to a five-day cooling off period on any warranty we may offer above and beyond what is detailed below.

It is the responsibility of the purchaser to ensure that products purchased meet regulatory requirements (but Eco Water Solutions is always happy to give advice).

Eco Water Solution's warranty does not in any way alter the rights our customers have under the Consumer Guarantees Act or Fair Trading Act (and any successors to these Acts).

Terms and Conditions of Warranty

- 1.1 This warranty covers manufacturer defects, part defects and incorrect labour for a period of 12 months from the date of purchase (*specified products have a two-year warranty under the same conditions*). Repairs and replacements made under warranty do not alter this warranty period.**
- 1.2 All warranty claims must include photographs of product installation and photographs or videos of the defect.**
- 1.3 Please inspect your Eco Water Solutions product within seven days of delivery or purchase to ensure that it is in acceptable condition.**
- 1.4 To ensure your product has not been damaged in transit, please briefly run your pump to test it before installation.**
- 1.5 All warranty claims shall be accompanied by Eco Water Solutions warranty documentation.**
- 1.6 Product must be returned to place of purchase.**
- 1.7 Eco Water Solutions' warranty is capped at the cost of replacing the product and installation costs of up to \$250 including GST.**
- 1.8 Please include an itemized breakdown of costs as part of any warranty claim.**
- 1.9 If an Eco Water Solutions Pump is installed in anything other than an Eco Water Solutions Gorilla Pump Station, a high-level alarm must be fitted to validate warranty.**

- 1.10** If an Eco Water Solutions pump is installed in a chamber over 270L in capacity, a high-level alarm must be fitted for this warranty to cover the draining of the chamber and the extraction of the pump.
- 1.11** The cutter blades and plate of the *FGP 'Fighter'* and the *FGP1HP 'Heavyweight'* pumps must be replaced every six months for commercial use (including cafes, shops and public toilets) and every two years for domestic use (private homes) under this warranty. Contact us for replacements- ensuring you have the correct pump model (if in doubt, quote the wattage of your pump).
- 1.12** If using a Gorilla Pump Stations product with a solar inverter, consult a registered electrician before purchase as solar inverters may surge the capacitors and windings of pumps. Eco Water Solutions is not liable for any fluctuations, surges or reduced product performance created by solar inverters.
- 1.13** Eco Water Solutions is not liable for consequences of the continued use of a product after any defect becomes apparent to a reasonably prudent operator or user.
- 1.14** Eco Water Solutions is not liable for fair wear and tear on products.
- 1.15** Toilet tissue should be no thicker than two-ply. Check your toilet tissue to ensure it is 'septic safe' or quick dissolving.
- 1.16** Please note that the following will invalidate the warranty
- Incorrect maintenance of the unit (please see our maintenance guide supplied with each unit)
 - Willful misuse or negligence
 - Modifications or any other changes to specification carried out without Eco Water Solution's written consent.
 - Introducing wet wipes, fats and oils into the unit or its outlet.
 - The use of a unit for a purpose it is not specified to function in (please contact us or visit our website for full unit specifications).
 - Reducing the outlet bore size
 - Unit not being installed level.
 - No vent pipe installed as per unit specifications.
 - Any installation not performed by a registered plumber.
 - Failure to follow installation and use instructions by Eco Water Solutions.
 - Incorrect power supply to the unit.
 - Manufacturer's sealed power plug being removed.
 - Incorrect electrical ducting size for plug. 50mm ducting and bends must be used from the pump station to the power unit.
 - Float function impaired by surface oils and fats.
 - The introduction of any of the below into a pump...
 - Metals, plastics and glass
 - Sand (including kitty litter), stones and gravel
 - Flammable materials- including petrol, diesel and strong chemicals
 - Oils- including lubricating oil, cooking oil, grease and paint
 - Tobacco products
 - Sanitary products, wet wipes and disposable nappies
 - 'Flushable' wet wipes also void the warranty- they clog pumps.
<https://hamilton.govt.nz/your-council/news/latest-news/councils-governments-grappling-with-damage-from-wet-wipes>
 - Clothing- including socks and rags
 - Dental floss, toothbrushes, cotton balls and band- aids
 - Seafood shells
 - Pens, pencils and needles
 - Industrial strength cleaners (including 'bong cleaners' and sugar soap). Please contact us if you are unsure about your cleaning products.
- 1.17** Eco Water Solutions cannot be held liable for any damage or loss as a consequence of failing to follow the above conditions.
- 1.18** Eco Water Solutions is not liable to compensate for any delay in replacing or repairing goods

while properly assessing a warranty claim. However, we commit to assessing all claims in a reasonable time.

- 1.19** Eco Water Solutions and the purchaser both agree that the Consumer Guarantees Act shall not apply if a product is purchased for business use. However,
- 1.20** Nothing in the above warranty shall invalidate any duty Eco Water Solutions has under New Zealand law.
- 1.21** This product is not warranted against force majeure events (such as a destructive earthquake or volcanic eruption) which exceed its specifications. Eco Water Solutions cannot be held liable for lack of delivery as a result of force majeure.

Governing Law

Eco Water Solutions is a New Zealand Registered Company, and this Warranty is to be read under New Zealand law.

Maintenance for Stormwater Systems

Check for leaves, twigs and any other matter in pumps and pit boxes at least once every three months.

During summer months run clean water into pump box and activate pump to flush out the chamber.

Maintenance for Sewage Systems

Check for buildup of solids or any other matter in pump chambers and wash down the inner walls of the chamber with a high-pressure hose to activate pump and thus flush out the chamber. This maintenance should be conducted at least once every three months.



Eco Water Solutions

PO Box 18 Foxton Beach

www.ecowater.co.nz



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Eco Water Solutions

PO Box 18 Foxton Beach
021 745 335

Warranty/Fault Form

Date:

Merchant Name:

Contact Person:

E-mail:

Customer Details

Name:

Address:

Suburb:

City:

Postcode:

Home Phone:

Work Phone:

Claim Details

Unit Installation Date:

Product Code:

Installing Plumber:

Invoice Number:

Description of Issue:

Have Relevant Photographs Been Attached (Please Circle)

YES

NO

Please Note: If unit fault is not a warranty issue, the customer is liable for all costs.

Merchant Signature: